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[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

TO: All Licensed Providers of Dental Services in Virginia

FROM: Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

MEMO Special  
DATE 06/07/2006

SUBJECT: Program Updates for Virginia's Medicaid, FAMIS and FAMIS Plus  
Children Dental Program (*Smiles For Children*) – Spring 2006

The purpose of this memorandum is to inform you of upcoming improvements to the *Smiles For Children* Dental Program. You should have already received correspondence from the Virginia Dental Association, the Old Dominion Dental Society and the Department of Medical Assistance Services announcing the recent increases in the dental fee schedule under the new *Smiles For Children* program. This fee increase is only one of the program enhancements designed to improve provider satisfaction with the program. Additional program enhancements are as follows:

### **Electronic Fund Transfer**

This summer, Doral Dental – USA plans to implement the Electronic Fund Transfer (EFT). EFT is an optional service that allows Doral the capability to deposit your claim reimbursements directly into your bank account. This feature is not dependent on whether a provider files a claim by paper or electronically. Once a provider designates the preferred bank account, claim payments will automatically be directed to that account.

### **Broken Appointments**

DMAS recognizes that when patients do not show for scheduled appointments, this means lost revenue for providers. If a patient does not call to cancel an appointment in advance, providers do not have the opportunity to fill that appointment with someone who is waiting to be seen. To help reduce the number of broken appointments, Doral has implemented the use of a Broken Appointment Log as a means to identify the patients who have failed to keep appointments. A copy of the Broken Appointment Log Form can be found on Doral's website at [www.doralusa.com](http://www.doralusa.com). Providers are encouraged to participate in this initiative and to submit the Form to Doral as routinely as possible. When the Form is filled out by the Provider and faxed to



Doral, Doral will then follow up with the patients to provide education regarding the importance of appointment and treatment compliance.

### **Timely Filing**

Prior to July 1, 2005 and under the previous Medicaid Dental Program, the timely filing limit was one year from the date services were rendered. With the implementation of the *Smiles For Children* program July 1, 2005, this limit was changed to 180 days. While the majority of providers have adhered to this change, Doral Dental, USA is still receiving claims past the 180 day deadline. Doral and DMAS have been allowing late claims during this first transitional year of the new dental program. The Agency also recognizes the importance of providers receiving claim reimbursements as quickly as possible. **Therefore, effective July 1, 2006, the timely filing limit of 180 days will be applied to all claims and any claim filed past the 180 day deadline will be denied.** If you have a claim with a date of service on or after July 1, 2005 that was denied for late submission, please resubmit the claim to Doral for payment prior to June 30, 2006.

### **Dental Provider Recruitment**

From July 1, 2005 through April 30, 2006, an additional 179 new dentists have been credentialed and enrolled in the new *Smiles For Children* program, which serves over 460,000 children in Virginia. There are six counties that now have at least one participating dentist that did not have one prior to *Smiles For Children*. More providers are billing for services and are reporting their satisfaction with the new *Smiles For Children* program. In addition to recent dental fee increases, the program offers streamlined administration, reduced prior authorization requirements, flexible claims filing options, prompt payment of claims, timely reimbursement and a dedicated call center for improved customer service.

If you are currently enrolled in the *Smiles For Children* program, thank you for your continued participation and support. If you are not yet a participating provider, you are encouraged to join. The new program has been well received by providers and we ask that you give the program a try. Please contact Doral at 1-888-912-3456 for a provider application and join us in helping children across the Commonwealth receive the dental care they need.

In summary, DMAS and Doral continue to seek ways to improve the *Smiles For Children* program. Timely Filing, Electronic Fund Transfer and addressing the issue of broken appointments are a few of the initiatives implemented in response to the concerns of the provider community. For additional information regarding the *Smiles For Children* program and any of these or other program improvements, please visit the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) and select the *Smiles For Children* link. The *Smiles For Children* program is administered by:

Doral Dental, USA, LLC

[www.doralusa.com](http://www.doralusa.com)

1-888-912-3456